Website Design   (MS Word Version)

Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. If you currently have a website, please provide us with a brief history of how you moved into using the web.
2. What are the goals for your website or what are you trying to accomplish?
3. What are your website priorities for the coming year?

Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Who will be the person in charge of the project on your behalf?
2. Will we work with a single point of contact, or will we have multiple points of contact?
3. Who are the participants in this project and what are their roles? Where are they located? What are their interests and how important are their interests to the success of this project? What role will they play in this project? *(These may be individuals or organizations with whom we will be working day to day on this project.)*
4. Do you have a preference as to the process you want us to use in working with points of contact and participants? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
5. What is the priority of this project for points of contact and participants? *(Are they dedicated to this project or do they have competing responsibilities?)*
6. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?

Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us? *(We can provide you with a written proposal; we can make a presentation to your management; we can conduct follow-up meetings with points of contact and participants.)*
2. If you prefer a written proposal, do you have a desired format? *(If you have a desired format, please provide us with an example of a document prepared using the format.)*
3. What is the desired timeframe for completion of this project? *(It is helpful for us to know this information as it may have an impact on recommendations we make regarding this project.)*

Background and General Information for Current Website

The following questions are designed to help us learn some general background information on your current website.

1. What type of organizational structure do you have for support of your website?
2. How many FTEs are devoted to the support of web activities? Content? Server maintenance? Application development and maintenance?
3. Do you have a Steering or Policy Committee that develops guidance for the site?
4. Who are your customers/users? What are they looking for when they visit your site?

5. What do you feel is the purpose of your site currently? For example:

- Tool marketing your organization
- Information dissemination tool
- Collecting information from customers
- Interactive communication mechanism between you and your user

6. Are there security concerns that you or your customers have with regard to information or services provided via the site? *(If yes, what are they?)*
7. Do you have any alias addresses to your site other than your main www.****.gov address?
8. Is your site compliant with 508 (accessibility) guidelines?
9. Is your site in compliance with Paperwork Reduction guidelines? *(This is only applicable if you are collecting data from customers, for example on a survey.)*
10. Is your site in compliance with legal and records management guidelines? *(For example, do you notify users that you review audit logs?)*
11. Do you currently have usage statistics for your site? *(If so, would you please provide us with samples.)*

Web Application Support

Websites frequently provide links to applications. These questions will assist us in learning about the applications available via your website.

1. Do you currently have any web applications? *(If yes, please provide a list of them and a brief description of each.)*
2. Who maintains these existing applications?
3. What kind of connectivity do applications have to databases?

Infrastructure and Operations Issues

These questions are designed to help us learn more about how your current website is managed.

1. Who hosts your website? ISP?
2. Where is your server? Is it inside or outside a firewall?
3. How large is the site? Number of pages? Number of files? Average number of visitors per day or month?
4. What hardware and software is used to support web activities and development?
5. Do you have standard tools? *(If yes, what are they?)*
6. What kinds of security techniques and products do you use? How did you determine what techniques and products to use?
7. What kind of customer feedback have you received with regard to security?
8. What, if any, security problems have you experienced?
9. Do you currently monitor the site, for example, to make certain it is up and running? *(If yes, how often?)*
10. Do you have a backup server in place for your website? If not, what kind of recovery time do you currently experience?
11. What is your backup schedule? Are these full backups or incremental?
12. What kind of response time do you experience in regard to after hours problems?

<u>Helpful Tools for Evaluating Your Current Website</u>

Please provide us with copies of any of the following you may have available:

- Internet policy papers
- Style guidelines
- Security manuals
- Usage reports, i.e., number of hits site received
- Customer e-mails
- Search logs
- Survey results
- Other